



**A Ministry of Fort Cooper Baptist Church**

4222 S. Florida Avenue  
Inverness, FL 34450  
352) 726-3759

Marne Palmani, Pastor  
Dan Riley, Administrator  
[icaprincipal@hotmail.com](mailto:icaprincipal@hotmail.com)

October 15, 2018

Dear FCC CC 02-6 Schools and Libraries E-rate Appeals Committee:

We are respectfully appealing the decision to deny Inverness Christian Academy's request for waiver of FCC rules in regards to the filing of USAC Form 471 application numbers 181043356 and 181043357. The reason for our initial filing and this subsequent appeal is very simple:

In May of 2017 we completed our initial application that was eventually approved. I completed these important first steps while in a hospital with a severe illness. Our services were to start with our service provider, Spectrum/Charter, before the 2017-2018 school year started. They did not. Not only was the work not done in time, it was not even done at all for the students to be able to use it until May 2018. Please note, 2018 471 forms were due in March 2018. I / we did not know that while we were waiting for all services for 2017 to be installed and usable still, that a new funding year application was in the works. We had no idea until it was too late (June 2018). We asked our Spectrum representative what we should do, and he directed me to the FCC waiver of rules request (which was sent in July and just now in October received a denial), and now I am appealing that decision, this time giving plenty of documentation of back and forth e-mails between me and the service provider, showing that our internet was not usable until May 2018. Even during the summer of 2018, we had many other problems getting them to allow us to block the internet from certain categories for our kids. They finally complied, and now in 2018, we are finally able to use services that were intended for FY 2017. I hope you see my frustration. The 471 application process is not difficult for me to accomplish, but I had no way of knowing there was a subsequent application each year thereafter. We spent all of the spring of 2018 trying to get our services started with Spectrum. Here is the general timeline of what happened this past year:

May, 2017 - 471 Application was certified

July, 2017 - Work was completed to install fiber onto the property and into one point in each building (no usable internet)

March, 2018 - Work started on wifi access point installation

May, 2018 - Work was completed on wifi access point installation (faculty and staff could access internet finally, but students not permitted because no filters were programmed for them.

So, Spectrum has now billed us for more months than they should have (which we will deal with directly with them), and now we have missed the deadline for the 2018 funding year because services for the 2017 funding year had not even been started yet.

In just a few days, I will have to stand before our board of trustees and explain why we will be paying over \$30,000 for internet service for our small school of less than 200 students this year, unless this appeal is approved. As the head of this school for 13 years, I have earned the trust of my leaders and the board of trustees, and would respectfully ask that you make our funding available to us for the 2018 school year/funding year. I promise that I now understand the process and procedures, and will get the 2019 funding year application finished with plenty of time to spare.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dan Riley', with a stylized, flowing script.

Dan Riley  
Headmaster  
Inverness Christian Academy

**From:** Dan Riley <ICAPrincipal@hotmail.com>  
**Sent:** Tuesday, December 26, 2017 2:36 PM  
**To:** Eckes, James S  
**Subject:** Bill Received from Spectrum

Jim.

My financial manager showed me today that Spectrum sent us a bill on Dec. 9th for over \$4,600. She didn't know what to do with it, because it doesn't reflect our 85-90% e-rate grant, and also the job is not even finished as far as everything installed and operational yet. Can you look into this for us and advise? Thank you. I have attached a photo of the bill.

**Mr. Dan Riley**

**Administrator / Assistant Pastor**

**Fort Cooper Baptist Church**

**Inverness Christian Academy**

**352.726.3759**

**icaprincipal@hotmail.com**

**The contents of this e-mail message and**



ES

Eckes, James S <James.Eckes@charter.com>

Wed 12/27/2017, 10:16 AM

You &

Dan

DO NOT PAY THAT

So Spectrum has a weird thing that they are doing where they are not placing the discount on the bill until the 486 has been filed.

Not sure why they made this change. They are telling everyone to short pay this.

**Jim Eckes** | Strategic Account Executive | Government & Education  
941-524-8176 M

4145 S. Falkenburg Road | Riverview, FL 33578



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Enterprise Billing [DL-CS-AccountsProcessing@charter.com](mailto:DL-CS-AccountsProcessing@charter.com) or 1-866-637-4439

ES

Eckes, James S <James.Eckes@charter.com>

Mon 2/12/2018 4:45 PM

You <>

Dan

I will do one better and reach out to the erate team that handles the handoff to billing.

We are telling people to short pay their invoices by the amount of your discount.

**Jim Eckes** | Strategic Account Executive | Government & Education

941-524-8176 M

4145 S. Falkenburg Road | Riverview, FL 33578



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**From:** Dan Riley <ICAPrincipal@hotmail.com>  
**Sent:** Monday, April 2, 2018 9:49 AM  
**To:** Eckes, James S  
**Subject:** Update on Inverness Christian installation

  
Jim,

I just wanted to give you an update on the installation of new services here at Inverness Christian Academy / Ft Cooper Baptist:

1. We are still getting a bill (with late fees and all) of about \$14,000, even though we have notified Spectrum that new services have not been completed yet.
2. The wireless system has been lit up, but they are not finished, as the network is open and unsecured still. They know about this and will finish the job soon.
3. Voice installation problem occurred several weeks ago with either the type of phones we have or the software. They said they would have to come back, but never did.

So we still are not paying that bill.. I cannot fill out USAC form ~~886~~ <sup>4</sup> ? unless all services have been completed.

**Mr. Dan Riley**

Administrator / Assistant Pastor

Fort Cooper Baptist Church

Inverness Christian Academy

352.726.3759

icaprincipal@hotmail.com

**From:** Dan Riley <icapincipal@hotmail.com>

**Sent:** Monday, April 2, 2018 10:01 AM

**To:** Eckes, James S

**Subject:** Re: Update on Inverness Christian installation

Maybe from the point you talked to them Ford has been adjusted perhaps, but definitely the first \$12,000 they built us still says late balance due. That was never readjusted. And yes I'm waiting on everything for the 486. I couldn't have even done the internet yet either, because it is not finished still. We are not on the system yet. They have to put the passwords and Security in before we can open it up to use.

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**From:** Dan Riley <icapincipal@hotmail.com>  
**Sent:** Wednesday, May 2, 2018 2:35 PM  
**To:** Eckes, James S; Proctor, Dennis  
**Subject:** Help still!

James, we just got off the phone with finance/collections to tell them that we have not been able to use our new services yet until now, and we are set up for a total disconnect of service tomorrow. I have so many questions about this, and it's causing upsettedness in the administration. A year ago we were approved for e-rate, and we are still not using any of the services.

They advised us to call Sean Fleming, so my financial manager and I are getting ready to do that. And just fyi, we have these phones sitting here that are basically paperweights. There was an issue, and then no news for a couple months - no updates, nothing. We are a very busy church and school with 2-3 major events per week to organize. We need you to help us resolve these things, as we don't have time to keep calling and trying to get updates.

Please help.

Dan Riley  
Headmaster  
Inverness Christian Academy



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**From:** Dan Riley <icaprincipal@hotmail.com>  
**Sent:** Monday, May 7, 2018 1:53 PM  
**To:** Eckes, James S  
**Subject:** Re: Inverness Christian Academy 506212-01

It's not a piece missing...it's the programming of the web blocker / Access control module so we can program passwords, permissions, etc. All equipment is in for wif, but again, because we can't give our children just open access with no security, we need someone to work with Bill, our IT man, with this.

Dan

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**From:** Dan Riley <icapincipal@hotmail.com>  
**Sent:** Tuesday, June 12, 2018 9:10 AM  
**To:** Eckes, James S  
**Subject:** Re: Update on Inverness Christian

Jim.

Thank you for getting that phone order done. I appreciate that.

There have been some emails back and forth between Bill and the team, however nothing has been accomplished as far as what Bill needs. He works full-time as a post office delivery person, so he must schedule time on his day off to be able to talk or meet with them. Basically, on our old router and blocker, sonic wall, he was able to go right into the system and set blocking permissions, etc. He needs similar access with this.

Let me know about the account question I have about paying for the other account and the new one, as well.

ALSO...I have a question about my e-rate responsibilities. It has now been a year since our first 471 was filed. Besides the 486 (I think it is called), are there any other responsibilities I have each year to keep the funding renewed? I haven't gotten any "tasks" on USAC except for certifying the 486s.

**Mr. Dan Riley**

Administrator / Assistant Pastor

Fort Cooper Baptist Church

Inverness Christian Academy

352.726.3759

icapincipal@hotmail.com

ES

Eckes, James S <James.Eckes@charter.com>

Tue 6/12/2018 10:18 AM

Dan Kiley

Dan

Best I can do on that is have our ETS reach out again and escalate to make sure they are connecting

Every year the 471 needs to be filed along with a 486. This will make sure the discounts are added to the bill as needed.

(too late for this info)

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**Jim Eckes** | Strategic Account Executive | Government & Education

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ES

Eckes, James S <James.Eckes@charter.com>

Tue 6/12/2018 10:24 AM

Dan Riley

Dan,

As a precaution. Reach out to USAC thru a ticket in the portal.

Explain that you signed a contract with Spectrum and you filed a 471 to correspond with the signed contract. Spectrum took a year to get the services installed. Tell them you were not notified of having to file another 471 due to the fact the services had not started/installed.

**Jim Eckes** | Strategic Account Executive | Government & Education

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**From:** Dan Riley <icapincipal@hotmail.com>  
**Sent:** Tuesday, June 12, 2018 10:22 AM  
**To:** Eckes, James S  
**Subject:** Re: Update on Inverness Christian

Well we didn't know to do another 471 because services didn't start on most of the work until now basically. What do I do about that?  
No one reached out to me to tell me to fill out another 471.

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